

Community Information Update DSHS Managed Care Program

We are sending this information to communities throughout Washington to keep you up-to-date on the DSHS Healthy Options/SCHIP managed care program. There is also some information related to the DSHS fee-for-service program which is for those clients not enrolled in a managed care plan. Included are brief summaries of current issues and links to Web sites where you can get detailed information about the topics. This publication, along with past updates, can be found on our web page at:

<http://maa.dshs.wa.gov/HealthyOptions/>.

2006 Healthy options/SCHIP Contract Changes: Except for the changes listed below health plans currently contracted with DSHS will continue to provide services to managed care enrolled clients in 2006. There are some service area changes.

- ✓ CHPW will no longer serve clients in Jefferson and Grays Harbor Counties.
 - All Medicaid clients living in Jefferson County will be changed to the Fee-for-Service program effective January 1, 2006.
 - HO/SCHIP clients enrolled with CHPW in Grays Harbor County will need to select a new health plan (Molina or Regence BlueShield) effective January 1, 2006.
- ✓ Molina Healthcare will no longer serve HO/SCHIP clients in Island County.
 - HO/SCHIP clients enrolled with Molina Healthcare in Island County will need to select a new health plan (CHPW or Regence Blue Shield) effective January 1, 2006.

Look for a complete list of changes to the 2006 Healthy Options/SCHIP and Basic Health Plus service areas in the Numbered Memo scheduled for distribution in December 2006.

Need to Contact a Managed Care Health Plan? Listed below are names and toll-free Customer Service phone numbers for the managed care health plans contracted with DSHS for Healthy Options, SCHIP, and Basic Health Plus for 2006:

Asuris Northwest Health (ANH)	866-240-9560
Columbia United Providers (CUP)	800-315-7862
Community Health Plan of Washington (CHPW)	800-440-1561
Group Health Cooperative (GHC)	888-901-4636
Kaiser Foundation Health Plan (KHP)	800-813-2000
Molina Healthcare of Washington, Inc. (MHC)	800-869-7165
Regence BlueShield (RBS)	800-669-8791

Please note not all health plans serve all counties throughout the state. For more detailed information on which plans serve your county, please check our website at <http://maa.dshs.wa.gov/HealthyOptions/>

Did you know? – You can call the new DSHS Interactive Voice Response system to learn which managed care health plan serves your area. Eligible clients can even enroll in their choice of managed care health plan by using the IVR system. Just call **(800) 562-3022**.

Healthy Options Enrollment Numbers – We are in the process of changing the format for the monthly managed care enrollment list by county. Once we complete the new format we will include it on our website. Until then, if you would like to get managed care enrollment numbers specific to your county, please send an email to healthyoptions@dshs.wa.gov. Also, statewide eligibility information and managed care enrollment by program is available for you at the following website: <http://maa.dshs.wa.gov/eligibility/>

You Can Help – Infant Toddler Early Intervention Program (ITEIP) – Primary Care Providers (PCPs) are in key positions to identify, at the earliest possible age, children with potential developmental delays. The ITEIP coordinates a statewide system of early intervention services and helps families access those services in Washington State. Services from ITEIP through a local Family Resources Coordinator (FRC) are available for all Washington State residents whether children are enrolled in a DSHS managed care plan or not. Referrals to an FRC for children under age three and their families are the key to accessing early intervention services. Additional information about the ITEIP and FRC services is available by calling 360-725-3500 or on the ITEIP website at <http://www1.dshs.wa.gov/iteip/>. A two page fact sheet on referral to the FRC is also available at <http://www1.dshs.wa.gov/pdf/publications/22-606.pdf>.

New MMIS to be called “ProviderOne” - The new Medicaid Management Information System (MMIS) being developed by the Department of Social and Health Services has been named “ProviderOne”. This name reflects the agency's partnership with health care and social service providers. For more information on ProviderOne please visit their website at: <http://fortress.wa.gov/dshs/maa/MMIS/>



WAMedWeb Enhancements – To gain access to the WAMedWeb, you need to enroll with ACS EDI Gateway at http://www.acs-gcro.com/Medicaid_Accounts/Washington_State_Medicaid/Enrollment/enrollment

Viewable RAs - The paper remittance advice (RA) is now available in PDF format. It can be downloaded from WAMedWeb at <https://wamedweb.acs-inc.com/wa/general/home.do>. To obtain the viewable RA in PDF format you must also be set up with ACS EDI Gateway to receive the 835 Electronic Remittance Advice or the 820 Electronic Premium Payment for Insurance Products. Log in to WAMedWeb and click on Retrievals/Remittance Advices. The PDF formatted RA is available on Mondays. Only the last three (3) RAs will be available to download. For assistance contact ACS EDI Gateway at 1-800-833-2051.

Eligibility Inquiry Improved – DSHS improved its eligibility inquiry and response using WAMedWeb. A full description of the improvements can be found at: <http://maa.dshs.wa.gov/dshshipaa/>. Starting January 16, 2006, HRSA will no longer allow providers to make eligibility inquiries using the Direct Data Entry (DDE) method. This change affects those providers who have terminals linked directly to MMIS.

Healthy Options e-mail address: HRSA's managed care program has a separate e-mail address to answer managed care questions or concerns from community providers and health plans. Please send your questions to HealthyOptions@dshs.wa.gov

List of DSHS Helpful Websites:

Provider Publications - Billing Instructions, Fee Schedules, and Numbered Memos:

<http://maa.dshs.wa.gov/Download/PublicationsFees.htm>

Medical Assistance Eligibility: <http://maa.dshs.wa.gov/Eligibility/Index.html>

Children's Health Insurance Program: <http://maa.dshs.wa.gov/CHIP/Index.html>

Healthy Options/Managed Care: <http://maa.dshs.wa.gov/HealthyOptions/Index.html>

Provider Directory for Healthy Options or Basic Health: <http://maa.dshs.wa.gov/ipndweb/>

HIPAA Implementation and Information: <http://maa.dshs.wa.gov/dshshipaa>

Medical Transportation Services: <http://maa.dshs.wa.gov/Transportation/index.html>

Medical Interpreter Services: <http://maa.dshs.wa.gov/InterpreterServices/>

Provider Enrollment with Medicaid: <http://maa.dshs.wa.gov/ProvRel/>

Customer Publications: <http://maa.dshs.wa.gov/CustomerPublications/>